

DUTY STATEMENT
Information Technology Associate
Domain: Client Services

Employee's Name				Effective Date	
Classification Information Technology (IT) Associate				Division/Section/Unit Information Technology/ Workstation Support & Security Administration Unit	
Immediate Supervisor				Supervisor's Classification Information Technology Manager I	
CBID R01	Class Code 1401	Work Week Group 2	Time Base Perm/Full-Time	Location Sacramento, CA	
<i>CalHFA's mission is investing in diverse communities with financing programs that help more Californians have a place to call home.</i>					
<p><u>DIVISION DESCRIPTION</u></p> <p>The California Housing Finance Agency (CalHFA) Information Technology (IT) Division is responsible for providing secure, responsive and innovative technical infrastructure, systems, and services that enable the Agency to achieve its strategic objectives and fulfill its mission. The duties of the Workstation Support Team include the acquisition and maintenance of desktop/laptop systems as well as break/fix support for workstations and printers via agency IT Help Desk. The IT Help Desk is the main point of contact for agency staff needing assistance with information or support to their computer equipment.</p> <p><u>POSITION SUMMARY</u></p> <p>Under the general supervision of the Information Technology Manager I and daily guidance from the Information Technology Specialist I, Workstation Support Lead, the IT Associate is responsible for providing technical expertise to a variety of work assignments and projects for the Workstation Support and Security Administration Unit. The incumbent also consults and coordinates with various level of staff in troubleshooting technical issues using appropriate tools, resources and reference material. The incumbent conducts business activities in a professional manner that leads to superior customer satisfaction and delivers services that meet or exceed the customer's expectations.</p> <p>Occasional travel will be required to provide assistance to the CalHFA satellite office and Board meetings. During special projects or emergencies, the incumbent may be required to work weekends and/or after hours to help resolve reported problems affecting critical software/hardware. The duties and responsibilities include, but are not limited to the following:</p>					
<i>Conduct, Attendance and Performance Expectations</i>					
<p>This position requires the incumbent to maintain acceptable, consistent, and regular attendance; communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position's specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to the Agency's policies and procedures regarding attendance, leave, and conduct. Must maintain regular and acceptable attendance at such level as is determined at the Agency's sole discretion.</p>					
<p>2 CCR § 172 – General Qualifications, states in pertinent part:</p> <p>The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness, and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.</p>					
Percent of Time		Activity			

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30%	<p><u>ESSENTIAL FUNCTIONS:</u></p> <p>Help Desk: Facilitate customer (internal or external) requests for System issues. Answer direct customer requests of average difficulty and analyze those requests to determine appropriate response and action, or direct those requests to appropriate support staff. Provide courteous, professional, and responsive customer service. Assist with all phone/email and related support services to ensure customer service expectations are met. Follow IT Help Desk procedures and develop and maintain and/or assist with the development, implementation and maintenance of various IT Help Desk policy/procedure/training documentation. Analyze current and new procedures to verify consistency and standardization and recommends change when appropriate.</p>
25%	<p>Enterprise Content Management (ECM) Support: Review and analyze current content management practices that support business processes. Identify and troubleshoot issues and root causes in the ECM environment and identify opportunities for improvement and present findings to the ECM Administrator and implementation team. Work with the IT staff to support the Microsoft 365 environment and test new features before they are deployed for agency use.</p>
20%	<p>Procurement Support: Perform tasks related to procurement, purchase request, purchase order and maintenance of CalHFA hardware and software assets. Research and analyze procurement options to ensure Agency is receiving the best price and latest technology options to meet the Agency's technical needs. Procure goods and services using the Agency information systems and workflows. Review, and resolve billing discrepancies with vendors and other state entities. Request approval from management of telecommunication invoices for payment processing.</p>
10%	<p>Telework Equipment Setup and Deployment: Image desktops and laptops for approved telework employees. Ensure that all required paperwork have been received and approved by IT management; Work with Infrastructure team to ensure that they are in the correct Active Directory (AD) groups and local groups on their desktops; Coordinate with the user on deploying the telework machine and update inventory.</p>
10%	<p>Software Deployment and Patching: Under the guidance of Help Desk Lead, participate in the use of department tools to test, analyze and recommend to management the most current versions of software for deployment to department workstations. Performs patching of workstation software to avoid any potential virus outbreaks with un-patched software. Work with other CalHFA entities to ensure seamless deployment and accurate communications to CalHFA staff (internal/external).</p>
5%	<p><u>MARGINAL FUNCTIONS:</u></p> <p>IT Team Member: Stay current on emerging technology issues and ensure client satisfaction. Actively participate as a team member in staff meetings, attends training, provides work status reports, handles special projects, and other duties as assigned.</p>

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	<p>KNOWLEDGE, SKILLS, AND ABILITIES Additional Knowledge, Skills, and Abilities may be found in the classification specification.</p> <ul style="list-style-type: none"> • Ability to analyze situations accurately, utilizing a variety of analytical techniques in order to make well informed decisions. • Ability to identify problems and develop/evaluate alternative solutions. • Skill to gather, analyze and interpret data. • Ability to establish and maintain cooperative working relationships. <p>WORK ENVIRONMENT AND PHYSICAL ABILITIES REQUIRED</p> <ul style="list-style-type: none"> • Seldom overnight travel (5%). • Sporadic Overtime. • Work in a high-rise building. • Transport equipment up to 40 pounds. • Use computer keyboard and read from computer screens several hours a day. • Requires movement of heavy objects. <p><i>The following abilities are for most positions with or without an accommodation:</i></p> <ul style="list-style-type: none"> • VISION – You must have sufficient vision to perform the following duties; prepare various forms; proofread documents; read printed material, read from computer screen, and read handwritten materials. • HEARING – Your hearing must be sufficiently acute to perform following duties: Answer telephones; receive verbal information from outside sources; understand verbal instruction. • SPEECH – You must have sufficient ability to speak to perform following duties: Receive visitors; answer inquiries and provide verbal information or instruction. • BENDING, STOOPING, KNEELING – You must be able to bend at the knee or waist, stoop, and kneel to perform duties: Fill the copier with copy paper. • SITTING OR STANDING – You must be able to sit or stand for extended periods of time to perform the following duties: Attend meetings, tour facilities, sit at a desk for extended periods of time to perform division administrative duties that are mandatory for this position. • CONCENTRATION – You must be able to continuously concentrate to perform the following duties: Review and read records/documents, research, compose, analyze, compile, and update technical documents; multi-tasking; preparing various forms and documents. <p>PERSONAL CONTACTS</p> <ul style="list-style-type: none"> • Daily contact with the general public, all levels of departmental staff, and as well as representatives from other State and county agencies. 	
<p>SUPERVISOR ACKNOWLEDGEMENT: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement</p>		
Supervisor's Name	Supervisor's Signature	Date
<p>EMPLOYEE ACKNOWLEDGEMENT: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Human Resources.)</p>		

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ANALYST'S STATEMENT: I have reviewed this Duty Statement.		
Analyst's Name	Analyst's Signature	Date